

Blandford Medical Centre

Dr J Gill
Dr N Nirmal
Dr I MacGarrow
Dr A Sinha
Salaried
Dr F Knapman
Dr D Eaton
Dr S Horobin
GP Registrar
Dr C Ward
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Minutes from Patient Forum Meeting

Monday 26 February 2018

Attendance: Mrs S H Baird
Mr M Carter
Mr R Falco – Chair
Mrs J Harrison
Mr T Kalsi
Mrs P Skeats
Mr B White-Smith

Apologies: Mrs Caroline Hird, Practice Manager
Mrs E Turner

Surgery attendance: Dr J Gill (JG)
Jacqui Knight, Reception Manager (JK)

Minutes of Meeting 4 December 2017

There being no amendments required to the Minutes of 26 September, these were approved as accurate.

Agenda items:

Designated GP

The practice confirmed that all Dr Sara Thompson's patient have been allocated to the new Partner Dr Amit Sinha who joined us on 13 February 2018.

JG also confirmed that every patient is given a designated GP but can see who they like but results of any type e.g. bloods, scan, x-ray etc will still go back to their own GP.

Diabetes Annual Reviews

JK confirmed that we have an on-site pharmacist who is now doing these reviews but foot checks are booked with a Health Care Assistant to ensure most appropriate use of clinical services within the practice.

Booking Advanced Appointments

JK confirmed that patients can ring at any time and subject to availability they can book a GP appointment for one month's time.

JK also explained how the surgery is working on more availability on a Monday by reducing the advanced appointments and on-line access in order to free up more appointments given that Monday is the busiest day with patients wanting access. This helps support the rest of the week. With the Bank Holiday closure's on a Monday the practice will redefine its appointment system so that the Tuesday of that week reflects additional access.

Call waiting time

JG/JK explained that as the call list goes down the wait can get longer as the receptionist is unable to offer an appointment that day and is trying to help the caller by offering alternative ways of accessing the system.

DNAs

The subject always leads to some heated exchanges given the number of DNAs the practice encounters.

JG explained that we cannot just remove a patient from our list who does not attend their appointment we have to take into consideration the patient's medical condition prior to any such aggressive removal. Each case is reviewed appropriately by the practice.

JG further explained that we already send text reminder to patients that have signed up for the service, however lots of patients change their mobile numbers and forgot to update the practice records, this can sometime causes frustrations on both side. When these types of situation arise our reception team and management try to resolve issues that may have been encountered.

Medication reviews:

JG explained that not all GPs are productive in issuing these or updating the record appropriately so some review could be outstanding. This is being address within practice on an on-going basis.

Trainee GPs

JG explained that our trainees are qualified doctors looking to take up General Practice.

Changes to Community Hospital

JG confirmed the changes would impact on GPs as the service now prioritises rehabilitation services rather than day care surgery.

The patients previously using the services of the communication hospital will be placed in care homes increasing the workload for general practice.

Dispensing

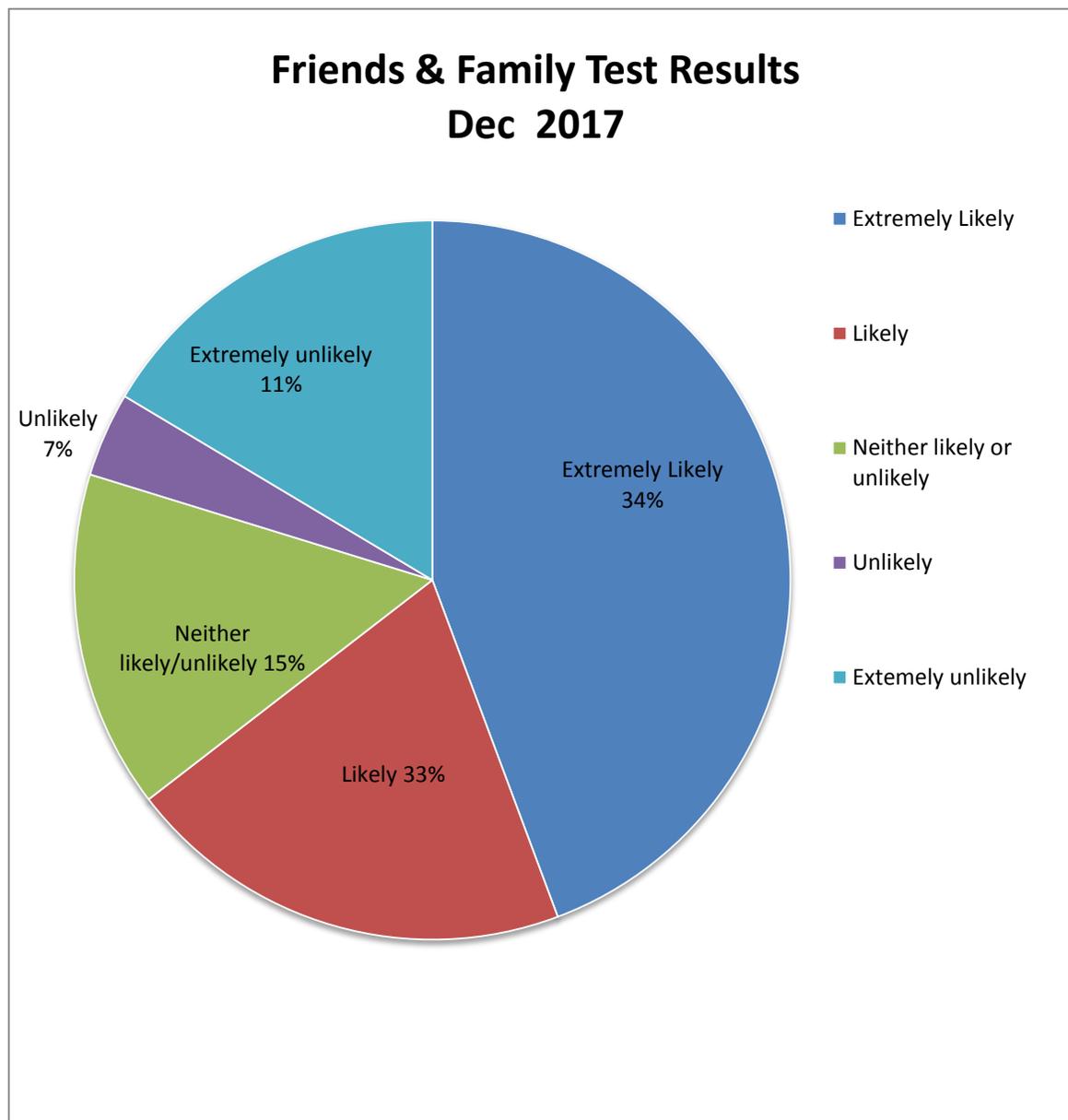
JG confirmed that patients can use our dispensary if they live 2 miles from their nearest chemist e.g. outlying villages

Recruitment

JG/JK confirmed we are currently looking to recruit an Advanced Nurse Practitioner, Health Care Assistant and another Receptionist as we currently have vacancies in these areas.

Registrations

JG confirmed that our registration list will remain closed until further notice.



Positive Comments

Generally speaking I have never had a problem getting an appointment. I have always been happy with the practitioners. They are always on top of calling me in for asthma reviews and flu jabs. Friendly staff, clean and tidy surgery. There has been a noticeable improvement.

Able to make appointments without any problems unlike with other surgeries.

Well organised.

Good service. Polite, friendly and helpful pharmacy.

All staff and doctors very caring and professional.

Clean modern facilities and professional staff.

Since moving here I am very satisfied with the service.

Friendly staff and surgery pleasant and clean. Could do with better booking system but understand this isn't always possible.

I have always received first class treatment from Blandford surgery. A number of new doctors have joined the practice and hope they stay and reach the previous levels.

Kind staff members and a good service overall. The only downside is waiting times for appointments and unable to make appointments on the same day.

I have always been happy with the care and attention I have received.

Helpful.

The doctors and nurses are very polite and helpful. Always help if needed.

Normally have a good experience here.

For children and babies they are really good.

Although running late staff member was attentive, caring and explained everything and did not rush.

Always helpful. Self-check saves getting caught at desk. On time appointment. Friendly and understanding puts you at ease.

I can usually book an appointment when I need one and everyone is friendly and helpful.

Blandford medical centre always provides a good service with polite and caring staff.

Dr.Sara nicest possible doctor you could ever meet. Made to feel at ease and cared about what she was doing. Very understanding.

Dr.Horobin very thorough and approachable. Explains things in detail.

Easy to get an appointment with clinician with appropriate qualifications. Friendly and helpful nurse. Efficient service.

Excellent doctors and staff who are friendly and helpful. A wonderful practice.

Friendly doctors. Easy to speak to. Good service and cooperation from all the staff.

Have had no real problems with the surgery.

I was able to book an appointment on line to see my own doctor. I was seen on time and told I needed an x-ray and was able to get that done on the same day.

Modern surgery. Friendly staff. Knowledgeable doctors and nurses.

HCA Debra is brilliant!

Staff are always helpful and courteous. Never made to rush even though it's busy.

The receptionist I saw was very polite and helpful. Dispensary staff and Dr.Sara caring, cheerful and helpful.

The staff, doctors and nurses are helpful and friendly.

Very polite desk staff. Didn't have to wait too long and jolly nice doctor who seemed to care.

Your medical services are always very helpful and understanding.

My experience was very positive.

Thank you. Cheers!

Negative Comments

Not so good for adults needing emergency appointments unless they ring at 8.00am

Always difficult to make appointments due to high demands on gp services. One or two gps quite rude and not very sympathetic.

Waited 5 weeks for an appointment and then told doctor off sick so had to see someone else.

It takes them so long on reception to answer the phones. When you do get through all the appointments are taken.

Very difficult to get an appointment. Wait on phone for ages and then when you do get through you're told no appointments left.

Very difficult to get an appointment. Phone lines are always engaged. Some doctors unfriendly. No standby appointments for children either.

Getting an appointment can be stressful.

Find it very difficult to get an appointment.

Aggressive and rude staff. Unfit doctors. List is endless.

Continual poor service from the surgery.

I find reception staff rude, very unhelpful and ignorant.

One dr. misdiagnosed me for two years. Reception staff always make appointments with different doctors. Call me old fashioned but I always like to see the same doctor.

Rude and unhelpful reception staff who often give incorrect and conflicting information. Lack of available appointments. Rude nursing staff who threaten.

Terrible receptionists who are rude and unhelpful. Can never get an appointment even in advance. On the phone on average of 45 minutes.

Time on hold is too long.

Some doctors are rude and unhelpful.

Booked appointments are over two weeks delayed. Referral letter took two days and 4 phone calls.

Severe delays. Access to health care slow, inefficient and lack lustre service.

Any other business:

There being no further business the meeting closed.

Meeting dates of 2018 – all starting at 2pm

Monday June 18th

Monday September 24th

Monday December 17th